

***Remarks***

Applicants have amended the claims, as noted above, in association with the filing of this Request for Continued Examination (RCE), as provided by 37 CFR 1.114.

In particular, applicants have amended the claims to specifically define the use of a "service control point/service node" (SCP/SN) as an intermediary between the gateway and the call center. The particular use of the SCP/SN is discussed in the specification at page 8, beginning at line 8.

The cited Goss and Morganstein references do not disclose or suggest the use of such an intermediary node to perform the functions of receiving availability/unavailability messages and estimating "time-in-queue" information for insertion in a "call queue status message".

Therefore, applicants believe that the case, in its present form, is now in condition for allowance and respectfully request an early and favorable response from the Examiner in that regard. If for some reason or other the Examiner does not agree that the case is ready to issue and that an interview or telephone conversation would further the prosecution, the Examiner is invited to contact applicants' attorney at the telephone number listed below.

Respectfully,

Frederick Murray Burg et al.

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